



**Defense Information Systems Agency**  
Department of Defense

# **Telework Providing the Technology**

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**LTC Robertson  
Deputy Chief, DISC  
8 April 2010**



# Agenda

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- **About DISA**
- **Advantages to Telework**
- **DISA Policy Overview**
- **Incorporating Telework Technology**
- **Training Your Workforce to Telework**
- **When to Upgrade Your Telework Architecture**



# DISA = Warfighter Service Provider



**DISA  
JTF-GNO**

**DISA Director dual-hatted as  
JTF-GNO Commander**



**Engineers, acquires,  
fields, and sustains the  
Global Information Grid  
that supports warfighters  
day to day**

**Directs the operation and defense  
of the Global Information Grid**

**The AT&T, AOL, Google, and OnStar™ for DoD global operations**



# Advantages to Telework

- **Base Realignment and Closure (BRAC)**
  - 2011 move to Ft Meade, Maryland
  - Roughly 73% of the NCR workforce lives in VA
  - 4,272 positions impacted
  - 82% of workforce technical or scientific
- **Recruitment and Retention Planning**
  - We must create and foster an environment to attract, develop, motivate, and retain people
    - Must have skills necessary to perform current and changing mission requirements
  - We must become more competitive in attracting and keeping employees with critical skills, especially in a tight labor market
    - Generation Y
- **Crisis Response Enabler**
  - Pandemic response
  - Recent Snow Storm



# DISA Policy Overview

- **Employees may telework for up to 3 days per week with supervisor's approval**
- **Online Agreement**
  - Both, regular & recurring basis and ad-hoc teleworking
- **Equipment required by employee**
  - DISA furnished laptop with VPN loaded
  - High Speed Internet service
  - Access to phone while teleworking
- **Reimbursement for HSI cost**
  - Policy to reimburse regular and recurring teleworkers up to 50% of high speed internet cost (not to exceed \$25 for monthly bill and \$50.00 for first time teleworker installation)

# **DISA** Incorporating Telework Technology

- **Identify Telework Population**
  - Geographical Location of Access Points
  - Access Point Capacity
  - Connection Type
    - High Speed Internet
    - Wi-Fi
    - Cellular Modem
- **Bandwidth Requirements**
- **Security**
  - Encrypted Connection
  - Encrypted Hard Drives
  - Access Controls
    - Certified Workstation
    - Certified User
    - Updated Security and Application Patches
  - Ability to apply patches/remediation
- **Funding**
  - Utilize Existing Infrastructure
  - Totally New Design
- **Solid Configuration Management Process**
- **Must be Simple to Use**
  - Same Look and Feel for the User
  - Access to user data
  - Reduce the Amount of Extra Steps
- **Understand Remote Support Limitations**



# Training the Workforce

- **Consider Training when Designing the Technical Solution**
- **Good Advertisement Campaign**
  - Pamphlets
  - Instructional Videos
  - Links on Website
  - Email the Steps
- **Rehearse – Key to Success!**
  - Conduct Telework Exercises
  - Mandate Portions of your Workforce to Telework
  - Monitor Performance of your Network
  - Conduct an After Actions Review
  - Review Trouble Tickets from the Users



# When to Upgrade Your Telework Architecture

- **Security**
  - Eliminate obsolete technology
  - Implement enhanced capabilities
- **Monitoring Performance is Key**
  - Capacity
  - Bandwidth
  - Response Time
  - User Comments/Trouble Tickets
- **Evolution of Technology**
  - Types of Access Connections
  - Supportability of Applications
  - Major Infrastructure/Platform Change
- **Funding Availability**



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